

What is claimed is:

1. A method for monitoring multiple service repairs of an operational failure of the processing system, said method comprising the steps of:
  - 5 receiving a first data signal indicative of the operational failure of the processing system;
  - storing a first plan for repairing the operational failure of the processing system within a storage device in response to the reception of the first data signal; and
  - 10 retrieving the first plan from the storage device during a first service repair of the operational failure of the processing system.
2. The method of claim 1, further comprising:
  - 15 storing the first plan within the storage device as closed after the first service repair of the operational failure of the processing system.
3. The method of claim 2, further comprising:
  - receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;
  - 20 storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and
  - retrieving the first plan and the second plan from the storage device during a first service repair of the operational failure of the processing system.
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4. The method of claim 1, further comprising:  
storing the first plan within the storage device as incomplete  
after the first service repair of the operational failure of the processing system.
5. The method of claim 4, further comprising:  
receiving a second data signal indicative of the operational  
failure of the processing system after a reception of the first data signal;  
storing a second plan for repairing the operational failure of the  
processing system within the storage device in response to the reception of  
10 the second data signal; and  
retrieving the first plan and the second plan from the storage  
device during a first service repair of the operational failure of the processing  
system.
- 15 6. A system for monitoring multiple service repairs of an  
operational failure of the processing system, said system comprising the  
steps of:  
a storage device; and  
a hardware system console including  
20 means for receiving a first data signal indicative of the  
operational failure of the processing system,  
means for storing a first plan for repairing the operational failure  
of the processing system within said storage device in response to the  
reception of the first data signal; and  
25 means for retrieving the first plan from said storage device  
during a first service repair of the operational failure of the processing system.

7. The system of claim 6, wherein  
said hardware system console further includes means for  
storing the first plan within said storage device as closed after the first service  
repair of the operational failure of the processing system.
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8. The system of claim 7, wherein  
said hardware system console further includes:  
means for receiving a second data signal indicative of the  
operational failure of the processing system after a reception of the first data  
10 signal;  
means for storing a second plan for repairing the operational  
failure of the processing system within said storage device in response to the  
reception of the second data signal; and  
means for retrieving the first plan and the second plan from said  
15 storage device during a first service repair of the operational failure of the  
processing system.
9. The system of claim 6, wherein  
said hardware system console further includes means for  
20 storing the first plan within said storage device as incomplete after the first  
service repair of the operational failure of the processing system.

10. The system of claim 9) wherein  
said hardware system console further includes:  
means for receiving a second data signal indicative of the  
operational failure of the processing system after a reception of the first data  
5 signal;  
means for storing a second plan for repairing the operational  
failure of the processing system within said storage device in response to the  
reception of the second data signal; and  
means for retrieving the first plan and the second plan from said  
10 storage device during a first service repair of the operational failure of the  
processing system.
11. A computer program product in a computer readable medium  
for monitoring multiple service repairs of an operational failure of the  
15 processing system, said computer program product comprising:  
computer readable code for receiving a first data signal  
indicative of an operational failure of the processing system;  
computer readable code for storing a first plan for repairing the  
operational failure of the processing system within a storage device in  
20 response to the reception of the first data signal; and  
computer readable code for retrieving the first plan from the  
storage device during a first service repair of the operational failure of the  
processing system.

12. The computer program product of claim 11, further comprising:  
computer readable code for storing the first plan within the  
storage device as closed after the first service repair of the operational failure  
of the processing system.

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13. The computer program product of claim 12, further comprising:  
computer readable code for receiving a second data signal  
indicative of the operational failure of the processing system after a reception  
of the first data signal;

10 computer readable code for storing a second plan for repairing  
the operational failure of the processing system within the storage device in  
response to the reception of the second data signal; and

15 computer readable code for retrieving the first plan and the  
second plan from the storage device during a first service repair of the  
operational failure of the processing system.

14. The computer program product of claim 11, further comprising:  
computer readable code for storing the first plan within the  
storage device as incomplete after the first service repair of the operational  
failure of the processing system.

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15. The computer program product of claim 14, further comprising:  
computer readable code for receiving a second data signal  
indicative of the operational failure of the processing system after a reception  
of the first data signal;
- 5                   computer readable code for storing a second plan for repairing  
the operational failure of the processing system within the storage device in  
response to the reception of the second data signal; and  
                  computer readable code for retrieving the first plan and the  
second plan from the storage device during a first service repair of the  
10 operational failure of the processing system.
16. A method for monitoring a service repair of an operational  
failure of a processing system, said method comprising the steps of:  
                  searching a storage device to identify each service plan related  
15 to the operational failure of the processing system during the service repair of  
the operational failure of the processing system; and  
                  facilitating a display of each service plan identified as being  
related to the operational failure of the processing system during the service  
repair of the operational failure of the processing system.

17. A system for monitoring a service repair of an operational failure of a processing system, said system comprising:

a storage device; and

a hardware system console including

5 means for searching said storage device to identify each service plan related to the operational failure of the processing system during the service repair of the operational failure of the processing system; and

10 means for facilitating a display of each service plan identified as being related to the operational failure of the processing system during the service repair of the operational failure of the processing system.

18. A computer program product in a computer readable medium for monitoring a service repair of an operational failure of a processing system, said computer program product comprising the steps of:

15 computer readable code for searching a storage device to identify each service plan related to the operational failure of the processing system during the service repair of the operational failure of the processing system; and

20 computer readable code for facilitating a display of each service plan identified as being related to the operational failure of the processing system during the service repair of the operational failure of the processing system.

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